



The Essence of Web Design

April 26, 2021

Usability Evaluation Report

- **Scope:** The test will be conducted on the UnProtected Victims website. This test will cover the recent prototype dev of the website as of April 23, 2021. Test will consist of: navigation and content, flexibility on different devices, donate features/links(key), sending emails/getting in touch, checking out events and latest news information, Using the admin to login and adding new events.
- **Purposes:** Purpose of this test is to make sure that it's easy for users to contact unprotected victims for help. Some concerns are we want to make sure that the website is easily navigational on any device. As well as making it easy for people to either sign up for volunteer or donate. Lastly our big concern is we want to make sure that Mrs. Melissa is able to add new events if she needs to.
- **Participants:** Ideally we would want to recruit 3-4 participants and we want at least 2 of them to be a type of volunteer and 1 or 2 to be a victim asking or looking for help. We will mostly contact these participants via online chat or email of some sorts.
- **Scenarios:** Certain task as follows:
 - Task 1: Sign up to volunteer with Unprotected Victims
 - Task 2: Contact Unprotected Victims for help using a form provided
 - Task 3: Donate to Unprotected Victims
 - Task 4: Add an event to the event page via admin login which will be provided below..
 - Username: test@gmail.com
 - Password: 1234567
 - **Event Title:** Usability Test
 - **Event Text:** This is an event where the website will be tested to see how well and easy to use the website is and to let us know where we need to make improvements for all types of users.

- **Event Picture:**
https://drive.google.com/file/d/14K5TkNt8yTchLXkcV-JJrfVd8b_pysEr/view?usp=sharing
- **Data collection:** We want to collect data on how fast users can sign up and start the volunteering process. The ease of contacting our client without any hassle, easily able to donate to the community via link provided on the website. The Admin login and adding an event to the event page is a big data that we want to collect because we want to make sure that our client Mrs. Melissa is easily able to login and add any new event.

Notes and Analysis:

TIN

Task 1

- Tin didn't understand he needed to click on give help, but once he got there he filled out the form, he went through 3 links before realizing.

Task 2

- Got get help immediately

Task 3

- Got donation immediately
- Found admin right away

Task 4

- Found page to add event right away
- Able to add event right away
- Recommendations:
 - Make get help and give help stand out
 - Make give help volunteer choice default disabled and add an other option
 - Make color of form less similar
 - Make form submission more of a popup

JOSE

Task 1

- Scrolled down to give help

Task 2

- Clicked on request assistance to receive help

Task 3

- No trouble

Task 4

- Went to correct events page
- Did not understand to click the clock for time

- Things to add something to explain the am or pm need

Jang

Task 1

- Browsing
- Clicked give help
- Scrolled back because he expected to see a button on the give help page
- Tried to click something on the cards
- Wanted roles prefilled
- Confused by lack of buttons on first paragraph and cards

Task 2

- Clicked on receive assistance
- Looking through other resources

Task 3

- No trouble
- Email is not being validated
- Expects paypal to thank for donation and wanted it to mention paypal

Task 4

- Went to correct events page
- Did not understand to click the clock for time
- Thinks to add something to explain the am or pm need
- Concerned by security of registering an admin - only let it happen from her account
- Needs the sub navigation for admin logout
- Only show past events - need date validation!
- Wants an example screenshot of how images will be shown
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Assessment results and analysis

User group	Volunteers	User Group A		User Group B	
Usability issues	Severity	Tin	Jose	Jang	Alladin
Clicked on contact and get help instead of give help	2	Yes	No	No	No
Frustrated by having to scroll to check if form submitted	1	Yes	Yes	Yes	Yes
Did not understand how to	1	No	Yes	No	

add time and kept clicking the wrong part of the input to add it.					
Expected button on the top card on give help	1	No	No	Yes	No
Expected buttons on cards for give help	1	No	No	Yes	No
Wanted to apply for multiple roles	2	No	No	Yes	No
Confused by lack of validation, requirements stated, and response	3	No	No	Yes	No
Wanted to see roles prefilled	2	No	No	Yes	No
Confused by resources leaving site	1	No	No	Yes	No
Expected logo on paypal	1	No	No	Yes	No
Paypal was not mentioned and user was confused	1	No	No	Yes	No
User confused by keywords and image description	2	No	No	Yes	
Put in wrong date	2	No	No	Yes	
Went to contact instead of get help	2	No	No	No	Yes

Alamdin

Task 1

- No problem finding the give help link
- But alert upon submission is missing
- More detail error message

Task 2

- No problem finding Get help link
- She would like a more detailed error message
- She likes the confirmation message upon submission

Task 3

- No problem

Task 4

- She was able to login and go to add events
- Successfully added an event

Khan

Task 1

- No problem finding the give help form
- Likes the validation system
- Would like a message upon submission

Task 2

- Was able to locate get help, no problem
- Didn't reset information after sub

Task 3

- No problem finding donate link

Task 4

- No problem finding admin
- No problem filling out add event information
- Upon submission img description box went missing thus he was not able to move forward in the task (Temp) {fixed}

Asif

Task 1

- No problem finding Give help tab, was able to fill form successfully

Task 2

- No problem finding and filling out
- Mobile design is less appealing may need some work
- Switch around resources with form

Task 3

- No problem

Task 4

- No problem finding admin
- Mobile form design is unappealing may need some work
- No problem adding new event

User group		User Group C		User Group D	
Usability issues	Severity	Alamdin	Khan	Asif	
Alert missing on submission on Give help	1	Yes	Yes	No	

page					
More detail error message (Pop-up message for errors)	1	Yes	No	No	
Reset problem on Get help form	1	No	Yes	No	
Would like donate via paypal link open on new tab	1	No	Yes	No	
Img description in admin to add event went missing thus making it impossible to add new events (Temp) {fixed}	3	No	Yes	No	